

A publication for **AvMed** Members

AvMed Embrace
better health.®

EMBRACE

Fall 2018

FUN OUTDOOR EXERCISES

Sticking to Your
Treatment Plan

Protect Yourself
from the Flu



Breast Cancer Awareness Month: Get Screened!

With one in eight American women likely to develop breast cancer in their lifetime, early detection is critical. Breast cancer has no symptoms in its early, most treatable stages. Undergoing regular screenings can spot cancer before symptoms appear, at which point treatment may be less invasive and more effective.

With National Breast Cancer Awareness Month upon us, it's a good time to get screened. According to the American Cancer Society, even women with no personal or family history should schedule an annual mammogram; while most women 55 and older can switch to a mammogram every other year or they can choose to continue yearly mammograms. Patients with risk factor like a family history should get mammograms every year. Talk to your Provider about what screening schedule is right for you.



EMBRACE

James M. Repp

President and COO

Jaime Alfaro

Director of Marketing and Communications

Felicia Lopez-Walker

Managing Editor

AvMed, one of Florida's oldest and largest not-for-profit health plan companies, provides affordable, quality health benefits throughout the state.

- Always consult your Primary Care Physician (PCP) regarding medical advice. The health information in this publication is not intended to replace your doctor's directives.
- To contact the Public Relations Department, write AvMed, 9400 S. Dadeland Blvd., Miami, FL 33156; call **1-800-432-6676**, ext. 27366; or email **EMBRACE@AvMed.org**.

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EMBRACE@AvMed.org.



Dear Valued Member:

At AvMed, we transform lives to create a **WELLfuent**[®] world – and it's valued Members like you who are at the center of all we do.

In this issue of EMBRACE, you'll also find articles on how you can live a **WELLfuent**[®] life, including fun ways to exercise. We've also included informative articles about the importance of getting your flu shot and sticking to your treatment plan.

And in case you didn't see the announcement in the last issue, AvMed has gone digital! To receive your online version of the magazine, simply sign-up at **www.AvMed.org/GoGreen**. The environment will thank you. But don't worry, physical copies of the magazine will be mailed throughout the year and is accessible online.

We thank you for being a valued Member and look forward to serving you.

A handwritten signature in black ink, appearing to read 'James M. Repp', with a stylized flourish at the end.

James M. Repp

President and COO, AvMed

EMBRACE@AvMed.org

Now We Are Green

AvMed has gone digital. To receive your online version of the magazine, simply sign-up at www.AvMed.org/GoGreen. The full magazine is accessible online and mailed throughout the year. The environment will thank you. We think you'll find this change TREE-mendous!

Questions About AvMed Coverage or Benefits?

Contact AvMed's Member Engagement Center: Please call the number listed on your AvMed Member ID Card (TTY 711) Monday-Friday, 8 am-8 pm; Saturday, 9 am-1 pm. Hours may vary according to your policy.

Fun Outdoor Exercises



Fall is a seasonal sweet spot: It's not too hot outside, and it's not too cold. It's the perfect weather for exercising outside and skipping the usual treadmill or elliptical session. Here are a few exercise ideas to help you take advantage of the great outdoors:

Swimming: Head to the local pool to soak up some sun and knock out some laps. Swimming is particularly effective for people with mobility or weight issues; it's easy on the joints, making it a very accessible exercise.

Cycling: Leave your car at home and go for a ride on your bike. It's a great cardiovascular exercise that also lets you explore your neighborhood. Plus, it's good for the environment.

Kayaking: Looking for a cool way to work out your upper body? Kayaking does just that while letting you enjoy a scenic view. Equipment can get expensive, though, so consider renting vs. owning.



Share your WELLfluent® life! Post your WELLfluent photo on Facebook, tag AvMed, and use the hashtag #JoinTheWELLfluent for a chance to be featured in an upcoming issue. You can also share your story by emailing us at **EMBRACE@AvMed.org**.

Strep Throat Awareness



School is back in session across the country. Not only does your child have to deal with homework, but he or she also has to deal with germs. This school year, one thing to look out for is strep throat.

Strep throat infection shares many of the same symptoms as the common cold, so it's easy to get them confused. Swollen tonsils and pain with swallowing are likely symptoms. However, unlike most colds, strep throat is caused by bacteria, not a virus.

If you notice your child experiencing these symptoms, a doctor visit is in order. Your child's AvMed Provider should use a simple throat culture or rapid strep test to diagnose bacterial strep throat.

If the test is negative for strep throat, the physician may look into other causes like a viral infection and will likely not prescribe antibiotics, since viral infections do not respond to antibiotics. In fact, misuse or overuse of antibiotics can lead to a bigger problem: antibiotic resistance. Antibiotic resistance makes it harder to treat any bacterial infections your child may contract future.

Should the test come out positive for a bacterial infection, your child will be prescribed antibiotics. It's important that your child takes the antibiotics as directed. Even if he or she starts feeling better, your child should finish taking all the medicine to ensure the bacteria is completely eliminated.

For more information about strep throat, visit the Centers for Disease Control and Prevention website at **www.cdc.gov**.

Sticking to Your Treatment Plan



“Use as directed.” You’ve likely seen this phrase or a similar version of it on medication labels. It’s on there for good reason: Following your doctor’s orders is a crucial part of your treatment plan. By not taking your medications as directed, you run the risk of complications, especially if you are being treated for chronic conditions like heart disease and diabetes.

Medication adherence is easier said than done, though. There are many factors that could prevent you from taking your medications, including cost and transportation. Here are some convenient ways to stick to your treatment plan.

- **Talk to your doctor**
- **Consider mail-order options**
- **Consider generic medications**

Take advantage of adherence aids. Pillboxes and smartphone apps are just a few of the resources available. To read the full article, visit [AvMed.org/News/Publications](https://www.avmed.org/News/Publications).



Have a medication concern? Talk privately to a registered nurse by calling our dedicated 24/7 Nurse On Call hotline at **1-888-866-5432**. To read the full article, visit [AvMed.org/News/Publications](https://www.avmed.org/News/Publications).

Lower Back Pain Prevention

Lower back pain can strike at any time. You may be at home relaxing, outside exercising, or just working at your desk when the pain creeps up on you. For acute pain, at-home measures like ice packs and ample rest can help relieve sprains and other minor injuries to the back. For chronic lower back pain, though, a visit to your doctor may be in order. Your physician will discuss your symptoms and develop an appropriate treatment plan. Research has shown that conservative treatment approaches have produced better outcomes than more aggressive approaches. For resolving chronic pain, your doctor may first prescribe muscle relaxants or pain medications. If those do not work, your doctor may order X-rays or other screenings for further investigation. Have questions about lower back pain?



Have questions about lower back pain? Talk to your doctor or participate in one of the AvMed Healthyroads® e-classes about the topic by logging into [AvMed.org](https://www.avmed.org).



FORMULARY UPDATE

See the latest Preferred Medication Lists on our website for copay levels and other pertinent pharmacy benefits.

New Drugs

Brand Name	Generic Name	Use
DOPTELET	Avatrombopag	Thrombocytopenia
JYNARQUE	Tolvaptan	Polycystic Kidney Disease
PALYNZIQ	Pegvalise	Phenylketonuria
SYMDEKO	Tezacaftor;Ivacaftor	Cystic Fibrosis

New Generics

Brand Name	Generic Name	Use
COSOPT (Preservative Free)	Dorzolamide/Timolol	Glaucoma
GABITRIL	Tiagabine	Anti-Convulsant
MEPHYTON	Phytonadione	Hypoprothrombinemia
NAMENDA XR	Memantine	Alzheimer's Disease
NORVIR	Ritonavir	Anti-Retroviral
WECHOL	Colesevelam	Diabetes
ZAVESCA	Miglustat	Gaucher's Disease

The Preferred Medication List includes specific coverage information on copayment levels, medications that require prior authorization or have quantity limits, and therapeutic alternatives.

The most recent listing can be viewed online at AvMed's website, AvMed.org. Click on "Preferred Medication Lists," located under the Quick Links on the left side of the page.

Medications are added to the AvMed Preferred Medication List (formulary) after careful review by a committee of practicing doctors and pharmacists called the Pharmacy and Therapeutics Committee.

The committee meets quarterly and decides which medications provide quality treatment at the best value. The medications on this page have been added to the formulary.

PROTECT YOURSELF FROM THE FLU

Every flu season, you hear the same message: "It's time for your flu shot." Because the flu virus changes each year, this advice continues to ring true. Last year, the Florida Department of Health reported 502 flu outbreaks and of those who were sick, 70 percent were not vaccinated. Seniors, children and pregnant women are especially at risk. But anyone can be affected by the flu. The annual vaccine is still one of the best ways to keep the infection at bay. All AvMed Members can receive the flu vaccine free of charge from an AvMed Participating Provider or their local pharmacy — just remember to show your AvMed Member ID Card. Don't forget to reply "Yes, I got my flu shot" to any survey you receive at any time.



Log into your account on AvMed.org to find Participating Provider or pharmacy near you.

AvMed complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AvMed does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact AvMed Member Engagement, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-882-8633 (TTY 711), by fax 1-352-337-8612, or by email to members@avmed.org.

If you believe that AvMed has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with AvMed's Regulatory Correspondence Coordinator, P.O. Box 749, Gainesville, FL 32627, by phone 1-800-346-0231 (TTY 711), by fax 1-352-337-8780, or by email to regulatory.correspondence@avmed.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Regulatory Correspondence Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-882-8633 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-882-8633 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-882-8633 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-882-8633 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-882-8633 (TTY: 711)。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-882-8633 (ATS: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-882-8633 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-882-8633 (телетайп: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-882-8633 (رقم هاتف الصم والبكم: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-882-8633 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-882-8633 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-882-8633 (TTY: 711)번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-882-8633 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-882-8633 (TTY: 711).

ध्यान: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-882-8633 (TTY: 711).

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*Hours may vary according to your policy.

AvMed Nurse On Call: **1-888-866-5432**
(TTY 711) 24 hours a day, 7 days a week
Member Link Line: **1-800-806-3623**
Fraud and Abuse Hotline: **1-877-286-3889**
AvMed website: **AvMed.org**



WE SPEAK YOUR LANGUAGE

If you have specific language needs, please call
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AvMed ... Hablamos su idioma!

*Si usted tiene necesidades específicas
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de AvMed en el número que aparece en su
tarjeta de afiliado de AvMed.*

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de Membre pour un représentant qui peut
répondre à vos questions.*

AvMed's Healthy Living:
1-855-81-AVMED (28633)

AvMed's Care Management:
1-800-972-8633

TTY Assistance: **711**
7 days a week, 8 am-8 pm

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